

**WESTCOUNTRY**

# **STORAGE**

## **SOLUTIONS**

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## ***Quality Management Policy***

Westcountry Storage Solutions has evolved a policy statement incorporating its Business Strategy and Mission Statement which encompasses the aspirations of the business, employing quality as the foundation stone for continually improving all the aspects of its Customer service.

Westcountry Storage Solutions will work in partnership with its customers, and prospective clients, to enable both parties to jointly achieve profitable business development and growth within the constraints of the economic trading and legislative environment appertaining at that particular moment in time.

Westcountry Storage Solutions will utilise its expertise in Archive and Data protected files, tapes and CD's, to meet its customer's expectations as cost effectively as possible without any compromise with regard to quality.

Westcountry Storage Solutions will continue to strive for the highest possible standards of customer service and service quality in all aspects of its business. Targets and Objectives will be set where appropriate, and these will be monitored and reviewed regularly to ensure that continual quality and performance improvements are achieved.

Within Westcountry Storage Solutions the Senior Partnership has the ultimate authority for ensuring compliance with the service Manuals and together with an ongoing commitment to continual improvements of the whole supplying/quality system.

As part of its drive towards the attainment of higher quality standards within all levels of the Westcountry Storage Solutions operating sites, the Quality Management Team will hold briefing sessions to inform employees as to the outcome of any review meetings.

Westcountry Storage Solutions will ensure that its employees are working within a safe infrastructure and environment, at all times. The Quality Management Team will regularly review and assess the competence of its employees to various tasks, and then provide suitable training to continually improve their performance. This will assist in creating career opportunities for them, as well as improving Customer Satisfaction.